

AGENDA ITEM:

7



Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	3 March 2021
PART:	
If Part II, reason:	

Title of report:	Quarter 3 Performance Report – Children Services & Community Safety Partnership, Customer Services, The Old Town Hall, Communications and Community Partnerships
Contact:	Cllr Julie Banks, Portfolio Holder for Community and Regulatory Services Author/Responsible Officers: Linda Roberts (Assistant Director – People, Performance and Innovation) Matt Rawdon (Group Manager – People and Communities) Joe Guiton (Community Safety and Children Team Leader) Sara Railson (Arts Team Leader) Alex Care (Community Partnerships Team Leader) Kelvin Soley (Communications Team Leader) Tracy Lancashire (Customer Service Team Leader)
Purpose of report:	Monitoring and information
Recommendations	That Members note the report and identify any areas where they require additional information
Corporate objectives:	Building strong and vibrant communities Delivering an efficient and modern council
Implications:	<u>Financial</u> Within existing budgets
'Value For Money Implications'	<u>Value for Money</u> Services are regularly reviewed to ensure they are efficiently delivered and commercial opportunities are actively sought.
Risk Implications	None at this stage.
Equalities Implications	None at this stage.
Health And Safety Implications	None at this stage.
Consultees:	Service Team Leaders

1. Introduction

- 1.1 This paper will provide an update on service performance over Q3 2020/2021 and also highlight key achievements over this same period.

2. Performance Reports 2020/21 – Quarter 3

2.1 Quarter 3 performance is detailed below. Members will note that overall performance is positive for quarter 3. Some data is not available for this quarter due to the service not being available during the pandemic.

2.2 The Customer Service Unit (CSU) had a positive quarter with all measureable targets being achieved. We adapted our service to ensure emergency appointments could still be held with officers if they could not be dealt with over the telephone or on-line.

OSC Report - Housing & Community - Performance, People and Innovation Dec-2020						
Indicator Name	Results Dec-2020	Last Months Results Sep-20	Last Years Results Dec-19	RAG	Comments	Actions
Building Community Capacity - Empower local community action and delivery						
CYP01a - Number of children attending Adventure Playgrounds	0 Attendances Info Only	2158 Attendances Info Only	749 Attendances Info Only		Updater Comments: Playgrounds closed for winter period	No Info
Dacorum Delivers - Performance excellence						
CSU10 - Call Handling: Average wait time	137 Second(s) Target: 300 Second(s)	138 Second(s) Target: 300 Second(s)	234.33 Second(s) Target: 300 Second(s)	0 1 3	Approver Comments: Target achieved.	No Info
CSU11 - Call Handling: Abandoned Call Rate	7.03% 1688 / 24004 Target: 20%	6.4% 1678 / 26224 Target: 20%	10.46% 2605 / 24913 Target: 20%	0 0 4	Approver Comments: Target achieved	No Info
CSU12 - Face to Face; Average Wait Time	0 Second(s) Target: 450 Second(s)	0 Second(s) Target: 450 Second(s)	179.67 Second(s) Target: 450 Second(s)	0 0 4	Approver Comments: We were not open for face to face meetings during this period. We were able to offer an appointment if the customer was not able to have the query answered over the phone.	No Info
Dacorum Delivers - Reputation and profile delivery						
CSU06 - Percentage of customers satisfied with service received from the Customer Service unit	99.92% 2459 / 2461 Target: 80%	96.9% 1094 / 1129 Target: 80%	100% 794 / 794 Target: 80%	0 0 4	Approver Comments: Target achieved.	No Info

3. Quarter 3 Achievements

The following achievements are a sample of the projects/work undertaken by this group of services during the quarter 3 in 2020/2021.

3.1 Children Services and Community Safety Partnership

- 3.1.1 The Community Safety Team has continued to work with charities through the DEFRA grant fund providing funding to smaller charities supporting families with food provision.
- 3.1.2 The Adventure Playgrounds remain closed. The staff have continued assisting our Environmental Health teams updating business. The works to improve two Adventure Playgrounds, Grovehill & Adeyfield started during this quarter, with the new structures and 3G sports pitches due for completion at the beginning 2021.
- 3.1.3 The Verge Hardening project is busy with resident consultations, planning applications, plus schemes being completed. Planning permission has been granted for Hasedines Road - Warners End, Great Heart - Highfield, East Flint - Chaulden, Wheelers Lane - Cornerhall, Fallowfield Walk - Gadebridge and Brickmakers Lane in Leverstock Green. These schemes have been booked in for works to start in the coming months. Schemes which have been completed are Reynolds Close and Gadebridge Road - Gadebridge, Cromer Close - Gaddesden Row, East Flint - Chaulden and Wheelers Lane in Cornerhall. Resident Consultations have been completed for Upper Sales - Chaulden, The Holt - Adeyfield, Galley Hill - Gadebridge, Datchworth Turn - Leverstock Green and Deanfield in Bovingdon. All were a favourable response. There are 2 planning applications pending decisions for Datchworth Turn and Galley Hill.
- 3.1.4 Refurbishment works to the Cranstone Bridge in Gadebridge Park have been completed.

3.2 The Old Town Hall

- 3.2.1 The Old Town Hall along with all other theatres in the country remains closed to the public in line with government guidelines.
- 3.2.2 However, maintenance works have taken place including a major upgrade to the Old Town Hall heating system with a new boiler and associated pipework. This will improve the reliability and efficiency of the heating in the building.
- 3.2.3 A member of Old Town Hall staff who cannot work from home attends the building daily to ensure that all our building services are maintained and to report on issues requiring attention.
- 3.2.4 Those staff who are working from home have been engaged in the Old Town Hall re-opening strategy (when we are permitted to do so). The team has also reviewed and revised a number of internal working documents in preparation for welcoming customers and visitors back to the building under Covid 19 safe conditions.
- 3.2.5 The Old Town Hall team have also supported colleagues in other departments when required.

3.3 Customer Services Unit (CSU)

- 3.3.1 Staff continue to work from home and all KPI's met for telephone call response.
- 3.3.2 Adapted service to ensure pre booked appointments were available for customers from July who were unable to transact via telephone, email or online.
- 3.3.3 Upgraded Netcall telephony system to incorporate a rota/shift module to assist with the ever changing staffing requirements to manage customer demand through the Pandemic.
- 3.3.4 Supported staff to manage during these difficult times by allowing more than normal volumes to attend training/well-being support sessions being held within DBC.

3.4 Community Partnerships

3.4.1 Hertfordshire Year of Culture 2020:

- Dacorum's Virtual Fun Palace took place on 5th October, which was a day of free online creative and cultural activities for people to join in with at home.
- Due to the success of the Dacorum Creatives Exhibition as part of HVA's Open Studios in September, the pop up exhibition in an empty shop unit in The Marlowes Centre continued throughout October, featuring new work and artists.
- Poetry display in The Marlowes Centre featuring poems by a local resident.
- Dacorum Stories: delivered in partnership with Pursued By A Bear Theatre Company. Older adults in Supported Housing Schemes and the wider community were invited to send in written stories about their lives and the women who have inspired them. The stories were interwoven by playwright Anna Reynolds and performed by 5 actors on Zoom (due to lockdown). The film premiered on the Active Dacorum YouTube Channel in January.
- Artists decorated 55 lanterns, after zoom workshops led by the Community Partnerships and Wellbeing Team, which were on show hanging from light trees in Marlowes Shopping Centre.
- Success with funding from Hemel BID to support the Subway Art Gallery Project for the costs of the frames for the subways. The project will be planned and delivered in 2021.
- #TAG finale weekend. To celebrate the end of HYOC2020 and the #TAG project a weekend of events was held from 11th-13th December including dance workshops, film watch parties, podcasts, a talk about the Alexa digital project with Q&A and the finale film release.

3.4.2 Sports and Physical Activity:

- The first Virtual Your Town event was held across a weekend in October and saw 102 participants take part across the weekend completing either 5/10k collectively raising just over £600 for our local NHS charity, Raise. All participants received their medals within four weeks of the event taking place.
- Resurfacing of tennis courts at Cupid green playing fields has been completed with the added provision of netball courts.
- Alongside HYOC the Active Dacorum team hosted a 12 days of Christmas event providing short physical activity, cultural and health-related activities via our Active Dacorum social media pages. Views reached 230 with great engagement and feedback.

- Shape Up – Online 12 week Male Weight Management Programme planning and promotions during December for a January course start date.
- The Dacorum Sports and Physical Activity Project Board met in December which focused on the future Local Plan and how sport and physical activity provision can be implemented in the plan.
- The Dacorum Football Working Group was also launched alongside the Project Board and Dacorum Planning and Sport Working Group meeting.

3.4.3 **Healthy Hub**

- We supported a total of 259 people between October and December with our partnership projects.
- We continued our partnership with Hertfordshire MIND, Citizens Advice Dacorum and the South Hill Centre in regards to virtual 'drop ins'.
- Work has started on creating a monthly newsletter which will be launched in late February 2021.

3.5 **Communications**

3.5.1 External communications (across all channels) – we have delivered on external PR campaigns and projects such as the Local Plan; White Bridge restoration project; Bovingdon Market closure; EU transition; Berkhamsted Multi-storey car park; Local Government Reform; Green Flag Awards; RSPCA Awards; prosecutions (anti-social behaviour and health and safety); Green Community Grants; A41 litter clear-up and 300th new council home.

3.5.2 Internal communications – design and implementation of internal campaigns and projects including the Virtual Staff Update Session and Annual Staff Recognition Awards in October (attended by SLT, Leader of the Council and 300+ staff), conducted an organisation wide Staff Health and Wellbeing Survey in November; 39 internal campaigns (Service information campaigns and COVID-specific campaigns and messaging); and launched the IMT information cascade for Managers of People (two per week).

3.5.3 Publications and design – content management, design and delivery of Dacorum Digest (delivered to 61,000 households); 10 issues of Digital Digest (11,000+ subscribers), 10 issues of Members News; Local Plan summary guide and virtual exhibition; design of NHS/CCG's childhood winter illnesses publication.

3.5.4 Covid-19 Communications – Ongoing support during the Covid-19 pandemic. This includes dedicated campaigns such as the grants schemes; self-isolation guidance; public information campaigns from the Cabinet Office; public health campaigns from Public Health England and Local Resilience Forum; and service specific campaigns and updates from DBC services.

3.5.5 **Social media and website statistics**

Dacorum Facebook – October to December 2020
 Connections – 8,819
 Reach – 543,422
 Link clicks – 17,489
 Messages sent - 330

Dacorum Twitter – October to December 2020
 Connections – 8,407
 Reach – 3,571,549
 Link clicks – 12,072
 Messages sent - 320

Marketing Analytics - Top posts					
Top 5 posts/campaigns by clicks					
Account	Reach	Shares	Likes	Comments	Campaign
Dacorum Facebook (@dacorum)	4754	24	12	10	DBC recruitment campaign
Dacorum Facebook (@dacorum)	19160	83	11	6	Bovingdon Market closure
Dacorum Facebook (@dacorum)	7832	22	7	0	2020/21 Waste Calendars
Dacorum Facebook (@dacorum)	9355	62	10	2	Healthy Start campaign
Dacorum Facebook (@dacorum)	16216	35	12	4	Real Christmas tree recycling event
Top 5 posts/campaigns by reach					
Account	Reach	Shares	Likes	Comments	Campaign
Dacorum Facebook (@dacorum)	43282	146	45	21	Christmas and New Year bin collections
Dacorum Twitter (@DacorumBC)	24053	1	0	0	NHS campaign #HelpUsHelpYou
Dacorum Twitter (@DacorumBC)	23068	5	5	0	Love Food, Hate Waste Challenge
Dacorum Facebook (@dacorum)	20840	8	30	14	A41 clear-up
Dacorum Facebook (@dacorum)	19160	83	11	6	Bovingdon Market closure

Website analytics – October to December 2020

Most viewed pages	Page views	Unique page views
	1,286,624 % of Total: (100%)	911,294 % of Total: (100%)
1. Council Services – Payment Portal	131,544 (10.22%)	56,603 (6.21%)
2. My Bin Collections	127,285 (9.89%)	53,349 (5.85%)
3. Dacorum Borough Council Home Page	118,330 (9.20%)	94,555 (10.38%)
4. When are my bins collected	76,844 (5.97%)	66,515 (4.72%)
5. Search – Dacorum Borough Council	50,070 (3.89%)	38,033 (4.17%)
6. Search – Planning applications	47,312 (3.68%)	35,981 (3.95%)
7. Payment summary – Payment Portal	38,450 (2.99%)	27,266 (2.99%)
8. Complete you shopping – Payment Portal	33,797 (2.63%)	26,995 (2.96%)
9. Transaction complete – Payment Portal	33,003 (2.57%)	30,274 (3.32%)
10. Rent	28,285 (2.20%)	23,369 (2.56%)